

JOB TITLE: Administrative Assistant

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DEPARTMENT: Tourism Development, Rutherford County

JOB SUMMARY: This position is responsible for providing administrative and secretarial support to the department.

MAJOR DUTIES:

- o Creates and maintains databases using Excel and Access.
- o Works with hotel properties, attractions, restaurants, and realtors to explain policies, procedures, and deadlines.
- o Maintains departmental records; prepares, records, and files requisitions; establishes and revises work procedures and methods; develops necessary templates.
- o Assists in the development of the departmental budget.
- o Maintains website and online NC database.
- o Researches and prepares reports as directed by the Marketing Committee; coordinates preparation of printed materials, and checks for errors.
- o Prepares and mails conversion studies; enters responses into database; compiles report.
- o Handles all accounts receivable functions including billing, deposits, and receipting.
- o Creates brochures, flyers, and ads for publication.
- o Works at wedding/travel shows and special events.
- o Makes appointments; answers the telephone; greets visitors; prepares and sends letters, faxes and emails; handles confidential information.
- o Organizes and attends Board meetings and Committee meetings; prepares agendas, takes minutes or notes, and follows through with correspondence.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.
- o Knowledge of Desktop Mailer and UPS Online World Ship software.

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- o Knowledge of relevant state laws and local ordinances governing department operations.
- o Knowledge of department policies and procedures, including purchasing procedures.
- o Knowledge of department functions and organization.
- o Knowledge of accounting and bookkeeping practices.
- o Knowledge of business English, spelling, and usage.
- o Skill in performing mathematical calculations.
- o Skill in report preparation.
- o Skill in analyzing and compiling statistical data.
- o Skill in operating equipment such as a computer, typewriter, calculator, facsimile machine, postage meter, scanner, microfilm machine, and copier.
- o Skill in organizing and prioritizing work.
- o Skill in interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Director assigns work in terms of general instructions. The supervisor spot-checks completed work for accuracy, compliance with procedures, and the nature and propriety of the final results.

GUIDELINES: Guidelines include relevant state laws, county and department policies and procedures, and directives from the Board. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related administrative and secretarial duties. Deadlines, frequent interruptions, and time constraints contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to provide administrative and secretarial support to the department. Successful performance contributes to the efficient operation of the department and affects the public image of county government.

PERSONAL CONTACTS: Contacts are typically with elected officials, co-workers, other county employees, vendors, hotel, restaurant and attraction representative, tourists, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table with intermittent standing, walking, bending, crouching, or stooping. The employee occasionally lifts light and heavy objects and uses equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.